

ABSTRACT OF THE DISCLOSURE

In a Computer Telephony Integration environment, to reduce the risk of inadvertent or fraudulent registration of the association of a user's computer terminal with the wrong telephone, i.e. one other than the telephone adjacent to the computer terminal or the user's mobile telephone, a host computer instructs the user via a screen display to call a particular extension of a CTI-enabled communications switching system. When a call to that extension is detected, the communications switching system reports this to the host computer which stores a set of at least one characteristics of the calling telephone terminal including a unique terminal identifier. The user is then provided with a second telephone number via the computer terminal associated with the telephone terminal which was detected as having dialled the first number. The user then dials the second destination telephone number, and when a request for connection to this number is detected by the communications switching system, this is and reported to the host computer. The host computer then compares the stored set of at least one characteristics with the equivalent set of at least one characteristics for the calling telephone terminal. The process may iterate a predetermined number of times until security criteria are met. Once a match has been determined the predetermined number of times, the telephone is registered as associated with the computer terminal. A number of variants and refinements provide for greater security against fraudulent registration.